

# **CITY OF TAYLORSVILLE**

## **WATER & SEWER DEPARTMENT**

### **WATER RULES, REGULATIONS, GUIDELINES (STANDARD PROCEDURES)**



# **WATER SERVICE AND METERS**

## **GENERAL POLICIES**

**Application of Rules --** All water services shall be governed by these rules and regulations as stated or as amended by the City of Taylorsville commissioners. The City of Taylorsville Commissioners, Public Works Director, and any employees shall strictly and impartially enforce the rules and regulations. The City of Taylorsville Commissioners or the Public Works Director shall approve any variances from these rules and regulations.

**Violation of Rules --** Any customer violating or permitting violations of the established rules and regulations governing the introduction, supply and consumption of water will be notified in writing. This notification of violation may be delivered by hand, mail, telephone contact, and in some cases by door tag. If the customer does not comply with the notification the City of Taylorsville Water reserves the right to terminate the water services whichever method they so deem. The City of Taylorsville retains the right to recover all cost incurred. Water service shall not be restored until the violation/s has been corrected and arrangements have been made to recover all cost incurred resulting from the violation/s and any damages that may have occurred. If such violation/s continues to occur, said water service shall be disconnected from water main and any request for the reconnection of water service shall be heard before the City of Taylorsville Commissioners. Violations shall include, but not limited to, the following:

- tampering with the water main or city side of water service including contents of meter vault,
- tampering or damaging water service to receive water service without proper authorization,
- any act resulting in contamination of public water supply,
- having knowledge of receiving water service fraudulently,
- improper use of water service,
- utilizing water service for purchase & sale basis (excluding water fill stations),
- non-payment of services (activation of service-payment for usage-service charges-meter set fees-any other fees that may apply),
- use of water service for irrigating during a water conservation period,
- water service utilized to serve more than one household without proper authorization (see Authorized Use of Water Services),
- construe all or part of this policy to alleviate any and all responsibilities of customer, etc.

Any or all violations shall validate discontinuance of water service, all fees shall be paid in full to restore water service.

**Water Quality** – The City of Taylorsville will meet all State, Federal and Water Supplier standards and/or any other applicable governmental laws and regulations for drinking water. However, the City of Taylorsville Water is not and cannot be responsible for the water quality after it leaves the system and passes a point beyond our control.

The City of Taylorsville reserves the right to disconnect and/or remove any water service without notice, if it is discovered or made aware of any water service utilized that may impose threat to the public water supply, public health or public safety.

**Water Supply** – The City of Taylorsville Water cannot guarantee a specific water pressure, quantity or an uninterrupted supply of water. The interruption of the water supply will be kept to a minimum, but at times it is out of our control. Due to main breaks, scheduled repairs, extension connections, fire hydrant usage, hydraulic performances and acts of God there may be a decrease of supply and pressure.

**Liability** – The City Of Taylorsville reserves the right to inspect all water connections and to ensure that the customer is following the City's rules and regulations; we do not assume responsibility for inspecting the customer's plumbing techniques that require a plumbing inspection. The City Of Taylorsville further reserves the right to refuse water service to any customer that may show intent to contaminate the public water supply.

The City Of Taylorsville shall not be liable for any damage of any kind that may occur to the customer's water service line or any of the plumbing fixtures due to high/low pressure or water velocity. The City Of Taylorsville shall not be held responsible for any damaged to any personal property (including but not limited to clothing, flooring, etc.) due to discolored water resulting from a water line repair or line maintenance.

## **APPLICATION/ELIGIBILITY**

**Eligibility For Service** – A property is eligible for water service when it abuts a public right-of-way, public water easement or other public utility easement and the City of Taylorsville water distribution line is present. Furthermore, a structure must be affixed or the intent to be affixed to said property and structure shall be within 1000 ft. of distribution line. A property that is eligible for a water service shall not have more than one water connection/service unless approved by the City Of Taylorsville Commissioners or the Public Works Director.

**Residential Water Service Through Private Easement** --A property may also be eligible for a water service when a private easement is available and the water main does not abut said property, but only when the following criteria are met:

- 1 Where the installation of a public water main is determined by the City of Taylorsville not to be at the best interest,
- 2 The property does not front a public dedicated right-of-way or public water main extension,
- 3 The property propose for the water service has been dedicated for a single family residence and will not be developed,
- 4 The applicant obtains a letter from the appropriate fire district that there are not any objections to the installation of a domestic water service to the property of applicant and the installation of a public fire hydrant is not required,
- 5 The maximum length of the private service line does not exceed 1,000 lineal feet. If the lineal footage exceeds 1,000 feet the property owner can request a variance from City of Taylorsville commissioners. If a variance is granted, the property owner must sign a wavier to any pressure or flow problems that may occur in the future.
- 6 The property requesting water service must have a minimum of 10 ft. wide easement/s from party/s involved. This easement shall be of perpetual care and remain clear of any structure for the purpose of installation, maintenance, repair or replacement of a private water line extending from the public water main to the benefited property. The City of Taylorsville must receive a copy of said easement document and shall be recorded on the appropriate property deed prior to service installation.
- 7 The proposed property for water service must have a recorded declaration of restriction limiting further development until said property abuts a public right-of-way or a public water main extension within a public utility easement. A copy of recorded declaration of restriction must be provided to the City of Taylorsville before water service is installed.

**Private Easement Approval** – Each written request for residential water service through a private easement will be review on a case-by-case basis and be subject to approval by the Public Works Director.

**Application For Water Service** – Applications for water service must be made by the property owner or an authorized agent for the property owner. Proof of property ownership may be requested of the property owner or authorized agent and the intended use of the water service for said property. All water service applications must be made in person at the City Of Taylorsville-City Hall.

**Application Qualifications** – Before an applicant shall apply for a water service, they shall have an *up-to-date address*, a plumbing construction *permit* assigned to the address applying for, a signed recorded easement if needed, encroachment if needed, and *fees & deposit*. ***These requirements must be presented before the water service application can be completed and placed on the schedule.***

**Payment of Fees/Charges** –All fees are payable at the time of the water service application request. If application is in question upon completion, applicant may be required to provide additional information before final approval of application. Any additional charges or refunds on the account will be charged or payable to the account holder.

**Information & Permits Required** – All required permits (copies) must be submitted to the City of Taylorsville prior to installation of water service. Plumbing permits can be obtained from the Spencer County Health Department. The local plumbing inspector shall inspect the private water line installation.

## **RETAIL WATER SERVICE**

**Service Installation** – Upon the approval the water service application, a work order will be created for the installation of water service and scheduled at the discretion of the Public Works Director. All material, equipment, and labor will be provided to install water service from the water main to the property line or utility easement line. The City of Taylorsville reserves the right to hire the installation of the water service out to the private contractor. All expenses incurred from the private contractor will be the burden of the applicant. This expense may exceed the projected cost of most water services. No water services shall be installed on newly laid water main until water main has passed inspection and testing by the appointed person/agent of the City of Taylorsville.

**Charges for Size Service** – There shall be a flat service installation fee for all water services. There may be additional charges for water services that require extra material or unexpected labor. (*See Size & Fees of Service*)

The City of Taylorsville Commissioners approves all flat service installation fees. All fees are established by an estimated average cost per size. Any water service larger than a 2” will be installed based on the actual cost of installation.

## SIZE & FEES OF SERVICE INSTALLATION

There shall not be more than one (1) water service per parcel of property and service size shall not exceed  $\frac{3}{4}$  \*  $\frac{5}{8}$  under normal conditions. All other water service installation request shall be presented to the City of Taylorsville Commissioners or the Public Works Director for approval.

**Fees for Water Service--** sizes are as follow:

$\frac{5}{8}$  \*  $\frac{3}{4}$  = \$1200.00

1" = \$1800.00

1-1/2" = \$4000.00 + Supplemental

2" = \$5000.00 + Supplemental

3" = Time & Material Only

4" = Time & Material Only

These water service fees are an average estimate and may differ if so deemed by the Public Works Director.

**Service Categories** – *Domestic water service* is defined as a water service to provide potable water.

*Irrigation water service* is defined as a water service to provide irrigation to vegetation.

*Fire protection service* is defined as a water service to provide water to a fire protection system whether through a private fire hydrant, a sprinkler system or both. The installation of a private fire hydrant shall be approved by the City of Taylorsville Commissioners or the Public Works Director. Proof of requirement must be made available before consideration of such service can be rendered.

## LOCATION OF METER/RESPONSIBILITY OF SERVICE

**General Information** – The City of Taylorsville shall own and maintain the water meter, meter vault, and the service line from the water main to and including the meter assembly in the meter vault. The customer shall own and maintain the private service line extending from meter vault including the connection to the meter assembly unit (outlet port) in meter vault to the premises. Any cost incurred from any damage caused by an individual from neglect or abuse shall be the burden of that individual or company of employment. The water service shall remain out of service until all cost has been paid in full.

**Location of New Meter/Service** – Meters shall be located inside of a meter vault of an approved type. Meter vault shall be installed on the appropriate private property bordering the property line. Whereas the water main may be located on an easement, meter vault shall be located on the appropriate private property bordering the easement line. Under normal conditions, the service line and meter set shall be installed perpendicular to the water main. The City of Taylorsville grants the customer the choice of location of the meter vault, but reserves the right to change the location of the meter vault location if so deem. Change of location will be at the discretion of the Public Works Director and shall be without notice.

The following are some explanations for change of location of meter vaults:

1. Property/lot has previous installed service sleeves
2. Property/lot is a corner lot and a water main may be located on the side of lot to create a short side service
3. Blue flag has not been placed at a desirable location
4. Desired location will cause a long side service when a short side will be more feasible to the City of Taylorsville
5. Water main terminates short of desired vault location (cul-de-sac)
6. Desired location has obstructions ex: rock, drains, other utilities
7. Meter size exceeds  $\frac{3}{4}$  \*  $\frac{5}{8}$
8. Meter vault located on a private easement

Any additional cost cause by the change of meter vault location will be the burden of the customer.

**Meter Vault Installation** – All meter vaults shall be installed at existing ground level, if a sidewalk is present the meter vault shall be installed at the sidewalk level. Customer shall request meter vault to be installed at any position but must be present at the time of installation. Any corrective measures taken by the City of Taylorsville Water shall be at the expense of the customer.



**Meter Vault Accessible** – All meter vaults regardless of size, location or type shall be accessible to the City of Taylorsville for inspection, reading of meter, maintenance & repair, replacing or any other reason deemed by the City of Taylorsville. It is the customer's responsibility to keep meter vault area clear of debris and bushes trimmed back for easy access. Large meter vaults may be located inside a fenced area, but accessible to the City of Taylorsville. Meter vaults shall not be directly surrounded by any material other than gravel, concrete, asphalt or grass.

**Adjustment or Relocation of Meter Vault** – It is the responsibility of the customer to have the meter site at final grade before water service shall be installed. If any adjustment or relocation of service is requested from customer, an authorized employee of the City of Taylorsville Water Department shall perform any adjustments and/or relocation of meter service. Customer shall bear any and all expense of this service. Customer may install an **approved** meter vault riser to raise vault to accommodate changes in elevation of site. Risers may be purchased from the Water Department or any water equipment supplier.

**Customer's Responsibilities (other)** – It is the responsibility of the customer to properly maintain the private service line, any private valves, and any plumbing fixture to prohibit the public water supply from adverse risk or to prevent any contamination of the public water supply. Customer shall repair any leaks as soon as possible to reserve our natural resources. The customer's private service line begins at the connection of the meter assembly unit (outlet port) including any portion of the private service line that the City of Taylorsville may install. In the areas of high water pressure, it is recommended and the responsibility of the customer to install and maintain a pressure reducing/regulator valve (PRV) on the customer's side of service to prevent any damages to the customer's plumbing/fixtures. The PRV shall be installed at a location convenient for servicing. To better serve our customer, the customer may request the City to install a PRV at time of installation of service or for any service previously installed. (see PRV Installation)

## **PRV INSTALLATION**

--It is the City of Taylorsville Water Department's (City) goal to provide all water & sewer customers with the best service feasible. Providing sufficient water pressure to all customers is one of our goals; to accomplish this there must be high pressure zones in the water system to provide sufficient pressure elsewhere. In some cases, the higher pressure may be at a level that

is undesirable for some customers and in some cases the higher pressure may cause leaks on the customer's side of the water service (meter). To alleviate or regulate the higher pressure a PRV may be installed by the customer or a qualified individual such as a licensed plumber in which the customer shall assume full responsibility. The PRV has other operational factors which may be beneficial; such device may alleviate possible damage to the private side plumbing from the possibility of an unexpected increase in water pressure and/or an air/water surge/hammer. The PRV shall be located at a practical location for servicing.

--The customer may contact the City for services to install a PRV on the customer's side of the service. A City installed PRV shall be located inside the meter vault by utilizing special equipment. Installing the PRV inside the meter vault will allow for easy maintenance, adjustment and protection from extreme elements. The customer shall pay to the City in advance (at cost) for the PRV and all related devices. The customer shall assume full responsibility of the PRV and waive any and all responsibilities of the City including warranty, replacement and/or malfunction of the PRV, furthermore, the customer shall consent to a waiver agreement. The City shall install PRV at no labor or equipment charge (material cost only) and shall remain as part of the service installation and shall not be transferred to another location. The Customer shall request the removal of the PRV, but shall not be refunded. At anytime the PRV is in need of maintenance (replacement or adjustment) the City shall perform such duties at the cost of the customer.

At any time a present or new customer shall have the opportunity to purchase a PRV from the City and request the City to install said device at cost of material only, consequently the purchase shall not be considered a contractual agreement therefore customer assumes full responsibility. In the event, a PRV was installed as a request to the City and there is a change of customer, all rules apply to the new customer.

**Indemnity Clause:** The City of Taylorsville shall not warranty any materials used or accept responsibility of any damage to personal property due to faulty material. Thus, the Customer shall agree to hold harmless and indemnify the City Of Taylorsville, its agents, servants and employees in regard to any and all, but not limited to, claims, demands, judgments, damages, losses and/or expenses, including Attorney's fees and cost against the City Of Taylorsville as a result of the Customer, its agents, servant, employees, contractors or sub-contractors arising directly or indirectly out of any or all of this City Installed PRV agreement.

## **METER MEASUREMENT REQUIREMENTS**

**Meter Requirement** – All water supplied by the City of Taylorsville shall be measured by meters installed and maintained by the City of Taylorsville. The City of Taylorsville shall supply all materials required to install water service up to and including meter assembly. Any water supply other than residential domestic service shall have a backflow/check valve system installed to prevent any contamination to the public water supply.

**Unauthorized Water Usage** – If it is determined that water has been used/taken without being metered or if an unauthorized bypass of a meter has been installed, the City of Taylorsville may bill the appropriate person an estimated amount of usage. If the unauthorized use of the water service continues, the service will be locked and the meter removed and if so deems the entire service shall be disconnected at the water main without notice.

Any and all cost that may incur due to any repairs or replacing of the water service shall be the burden of the customer. No one shall obtain water through another customer's water service without written authorization from the proper person. (proper person = name of applicant) The use of any fire hydrant to obtain water for any reason without proper authorization shall be considered theft and shall be prosecuted.

**Water Fill Stations** – The City of Taylorsville may at its discretion provide water fill stations and may allow privately owned water fill stations to operate. It will be at the discretion of the City of Taylorsville Commissioners for the approval of any privately owned water fill station and shall be installed according to the City of Taylorsville, State, Federal and local plumbing rules and regulations.

**Authorized Use of Water Services** – There shall not be more than one household connected to a single residential water service. Additional buildings, barns, watering facilities, etc. are allowed to be connected to the same household water service provided that such facilities are located on the same parcel of property and the customer shall be the user of said facilities. Multiple family, retirement, and medical assistance living facilities shall at the discretion of the City of Taylorsville Commissioners purchase a water service to serve the entire facility and a master meter shall measure water usage. Such water service shall have a backflow prevention system installed between meter and first point of water use. No one shall purchase water through a master meter with the intent to resale. (*Refer to: Master Meter Water Service*)

## **WATER SERVICE/METERS TYPES**

**Temporary Water Services** – The City Of Taylorsville does not provide services for temporary service use. The installation of the permanent water service shall be used for construction and the same installation cost shall apply. A water service may be considered as a temporary service for construction purposes and transferred to the permanent customer at a later date. The correct size and type water service shall be applied for initially, if a smaller size water service has been applied for and installed, with knowledge of a larger size water service may be required, the cost of two separate water services will be charged.

**Fire Hydrant Metered Services** – Customers may purchase water through the use of fire hydrants and only with the permission of the Public Works Director. This purchased water shall be metered and supervised by the City Of Taylorsville, Water Department. An application shall be completed and a deposit shall be paid to the City Of Taylorsville before any water is rendered to customer. The meter shall be removed from location on a daily basis and installed by 09:00 when requested. Any other arrangements must be made in advance. The application for F/Hydrant Metered Services shall be valid for 7 consecutive days only, after 7 days a new application must be completed and the rate schedule starts with the 1<sup>st</sup> day rate. Charges paid monthly.

Rate Schedule: \$ 30.00 service charge @ \$6.00/1000 gals  
Deposit shall be returned after total bill has been paid in full and an inspection of meter has been conducted. Any damages to meter shall be charged to customer.

**Master Meter Water Service** – A Master Meter Water Service may be purchased to serve multiple family dwelling, medical care or assistance facility, and retirement living facility. A facility comprised of multiple businesses such as a strip mall may obtain a master meter water service provided that a water main is not located directly in front of or behind such facility. No one shall purchase water through master meter with the intent to resale.

An adequate size water main may be installed at the expense of the developer or owner, etc. and according to the City Of Taylorsville specifications. This water main installation will be considered as a water main extension and all rules, regulations and procedures shall apply. Each business, tenant, premise, structure, or owner of such shall have an

individual water service and shall be metered separately and a master meter shall not be permitted. (*Refer to: Authorized Use of Water Services*)

The City Of Taylorsville Commissioners or the Public Works Director must approve the purchase of a Master Meter Water Service and may require additional information before the authorization of such purchase.

**Domestic Meter Water Service** – A Domestic Water Service shall provide water for single residential dwellings and small businesses only. This water service may consist of any size up to one (1) inch. The Public Works Director must approve any water service greater than a 5/8 inch.

**Irrigation Meter Water Service** – An Irrigation Meter Service shall provide water for the sole purpose of irrigating lawns, which may include residential, commercial and industry properties. This type of water service shall have a backflow prevention system installed between the meter and point of use. It is the sole responsible of the purchaser to maintain, service and inspect the backflow prevention system yearly by a certified technician and to provide an annual report to the City Of Taylorsville. The City Of Taylorsville Water Department reserves the right to inspect such system at anytime without notice and may require additional inspections to the system. The City Of Taylorsville limits the sale of such services to City Of Taylorsville sewer users only. The City Of Taylorsville Commissioners reserves the right to wavier any such restrictions and shall be solely to the commissioners' discretion. An Irrigation Meter Service shall not exceed two (2) inches in size and shall be at the sole discretion of the City Of Taylorsville Council for an approval of any size. (*Refer to: Cross Connection & Backflow Prevention*)

**Fire Protection Water Service** – Fire Protection Service must have the approval of the City Of Taylorsville Commissioners or the Public Works Director and the applicant may be required to provide Proof of Requirement before consideration for F-P-S. The intended use of such service is for the prevention or the extinguishing of a fire or the testing of any of the system and shall not be used for a potable water source. The expense of the installation of this service shall be of the applicant and will be responsible for obtaining an approved contractor. All fire protection services shall have in place a properly operating backflow prevention system between service point and first point of use. The applicant will be responsible for maintaining, repairing, and inspecting the fire protection system and its components including the backflow prevention system. The backflow prevention system shall be located in a concrete vault or an equivalent of, at the property line. The City Of Taylorsville reserves the right to inspect the backflow prevention system without notice for proper operation and may

require additional inspections. Should the backflow prevention system becomes non-operational we reserve the right to discontinue the water service.

**Commercial/Industrial Meter Water Service** – All Commercial and Industrial water users must obtain an approval from the City Of Taylorsville Commissioners to purchase any type or size water service. All rules & regulations shall apply according to the type service requesting. (*Refer to Cross Connection & Backflow Prevention*)

CURRENT



## **CROSS CONNECTION & BACKFLOW PREVENTION**

**General Information** – Cross connections and backflow may and can cause contamination to the public water supply. To protect the public from any contamination to the water supply the City Of Taylorsville requires the installation of a backflow prevention system or the use of a cross connection control system on certain types of water services.

**Cross Connection** – There shall not be any alternate water source connected to any water line private or public that the City Of Taylorsville provides water to. When a water service is used to fill open containers, there must be an adequate air space between the point of delivery and the highest possible water level of container. (*End of pipe to the overflow point of container*) All water fill stations shall have a backflow prevention system installed and cross connection prevention shall be practiced.

**Backflow Prevention** – There shall be a Backflow Prevention System installed on the following types of water meter services: Fire Protection, Commercial/Industrial Meter, Irrigation Meter and Master Meter services. Meter services providing water for agricultural purposes, swimming pools or other water recreational facilities shall have a backflow prevention system installed. The backflow device shall be located after the point of delivery and prior to the first point of use in a below ground concrete vault or inside a structure freely accessible. A certified copy of the inspection certificate shall be provided to the City Of Taylorsville annually.

Any customer that utilizes a booster pump or any other device to increase water pressure or flow shall install a backflow prevention system.

Any water services requiring a backflow prevention system, the owner of the water service shall be responsible for all cost of proper installation and shall be installed according to the City Of Taylorsville specifications.

**Non-Backflow Prevention** - Domestic Meter Services that meet certain criteria shall not require a backflow prevention system.

**Criteria guidelines are:**

- **If service serves a single-family dwelling and is not used for an in-ground irrigation system.**
- **If service serves a single-family dwelling/multiple dwelling such as condos and each dwelling is served by an individual service meter.**
- **If service serves rest room or water fountain facilities only**

## WATER MAIN EXTENSIONS

**General** – The City Of Taylorsville will pursue a valid effort to provide water service to all areas available. Although, there are guidelines that the City Of Taylorsville must follow and which may prevent water service in some areas. To provide water service to additional areas the City Of Taylorsville must be confident that the water main extension is feasible, practical, adheres to good operating practice, where such extension shall not affect the adequacy, quality, pressure or quantity of service to existing customers and will not impair the existing water mains. Furthermore, any water main extension shall be based on financial soundness along with the Division Of Water approval.

There are several types of water main extensions, which the most common are: City Of Taylorsville installed, customer installed, developer installed. All of which become the City Of Taylorsville, Water Department responsibility after a predetermined length of time, therefore all water main extensions shall be installed according to the City of Taylorsville specifications.

### General Specifications:

- Piping & fittings shall be C-900 DR14/equal or greater.
- Piping shall be no less than a 6 inches in diameter
- All water extensions shall be warranted for 1 year unless otherwise specified
- All water extension shall be designed by a City Of Taylorsville appointed engineer
- Fire hydrants shall be located every 1 mile or thereof on rural roads unless otherwise specified
- Fire hydrants shall be located every 1000 ft. or the equivalent of 500 ft. in any direction of a emergency operating fire truck in subdivisions and 1 shall be located at each entrance of the sub-division unless otherwise specified
- City Of Taylorsville appointed engineer and/or the Public Works Director shall inspect all installations regardless
- The contractor shall be responsible for proper installation, chlorination and pressure testing of water extension, the City Of Taylorsville shall perform final flushing and Bac-T sampling at the expense of the contractor/developer
- As-built plans shall be provided to the City Of Taylorsville before any water service approval



- The City Of Taylorsville shall assume full ownership of water extension after the final warranty inspection has been finalized and all defects have been repaired or replaced
- The City Of Taylorsville has full usage rights to all water main extensions after engineer approval
- Tracer wire shall be installed with all water main extensions that are non-conductive and shall lay within 6 inches, parallel of water main

These specifications are general guidelines and shall not be construed in anyway to relieve the contractor/developer of any responsibilities for complying with the specification booklet or plans and any rules & regulations set forth by federal, state and local authorities. Furthermore, the City Of Taylorsville Water reserves the right to change any specification without prior notification. Any such changes made to sub-division main extensions shall be at the cost & burden of the contractor/developer. The City Of Taylorsville will make all efforts to notify all parties of any specification changes prior to construction.

**City Of Taylorsville Installed Water Main Extensions:** The City Of Taylorsville shall follow the guidelines set forth by the Federal, State, Local and any other governing organization that has interest in the City Of Taylorsville Water System. These guidelines may include anything from the base cost of a customer's water bill to the size water main to be installed and may change from project to project.

The City Of Taylorsville's goal is to provide continuous clean, safe potable water to all possible and feasible areas of Spencer County and other areas surrounding Spencer County.

**Customer/Developer Installed:** The City of Taylorsville shall enforce all rules & regulations set forth by the Federal, State, Local and any other governing organization that has interest in the City of Taylorsville Water System. There are guidelines that shall be followed for an individual or developer/contractor to install a water main extension. The following procedure shall be followed:

- Applicant must have an edibility letter from the City of Taylorsville Water Dept. for Planning & Zoning.
- Upon the approval from the P & Z, applicant may apply for the water main extension at the City of Taylorsville Water Dept. Applicant must have an approved plat from P & Z and shall be recorded at the appropriate county courthouse.

- At this time applicant may request the City of Taylorsville Water Dept. to obtain a designated engineer to proceed with water main extension design. The applicant, city designee and a witness shall sign the water extension contract. A pre-determined amount of deposit shall be paid to the City of Taylorsville for engineering fees, etc. All fees must be paid in full before main extension is placed in service.
- City Commissioners and Mayor must approve all water main extensions. This request shall be made at the next available commissioner meeting.
- Upon the completion of the design, engineer shall make available a complete set of plans to the Public Works Director and Fire Chief for approval or of any changes.
- Engineer shall send final plans and required fees to the Division of Water for approval.
- Upon receipt of approval from the DOW, project owner shall be notified of the approval and may pick up plats and specification booklet at the City of Taylorsville.
- The City Engineer or Public Works Director shall schedule a pre-construction meeting with the Fire Chief and Project Owner. Pre-construction meeting is to provide information from all parties to all parties to achieve a clear understanding of the expectations. Project may proceed after pre-construction meeting, unless unsolved issues remain.
- Project Owner shall notify the City of Taylorsville Water Dept. 48 hours prior to starting construction.
- Project Owner shall have all aspects of construction inspected by the appointed City Engineer and any discrepancies of project shall be corrected at the expense of the Project Owner/Contractor.
- Any modification made by Project Owner/Contractor or Engineer must be approved by the Public Works Director before any changes shall occur.
- Upon completion and inspection of installation of water main, Project Owner/Contractor shall pressure test water main with the consent of City Engineer and Public Works Director. Project Owner shall correct any discrepancies revealed from pressure test and AS-BUILTS shall be furnished to the City Of Taylorsville Water Dept. before BAC-T testing shall be performed.
- A designee of the City Of Taylorsville at the expense of the Project Owner shall perform Bac-T testing. Bac-T testing includes: flushing, sampling and lab test.

- Project Owner shall be notified of Bac-T results and water main may be placed in service (if bac-t test fails further test shall be required and/or re-disinfection of water line).
- Project Owner shall be granted a letter of acceptance upon final approval and the City Of Taylorsville shall acquire ownership at this time. Project Owner shall provide a warranty for the period of one (1) year from date of acceptance.
- Project Owner shall be responsible for all cost incurred before, during and after project installation up to one year after date of acceptance.
- The following expenses shall be the Project Owner's responsibility (*but not limited to and shall not be construed to relieved project owner of any required expenses*):
  1. Engineering expense
  2. Material cost
  3. Installation cost
  4. Bac-t testing (lab)
  5. Service charge (per trip)
  6. Gallons required (for flushing)
  7. Division of Water fees
  8. Administrative cost
  9. Warranty repairs
  10. Easements
  11. Attorney fees

Unforeseen circumstances and events beyond the City Of Taylorsville control may dictate rules, regulations, specifications and/or guidelines and may change without notification to the Project Owner and shall not in anyway reflect any expense to the City Of Taylorsville for such changes. The City Of Taylorsville Water shall make all efforts to notify all parties involved of any changes prior to construction if possible.

**Multiple Phase Clause-** Any project with multiple phases and phases are designed as individual projects, each phase shall be considered and administered as separate projects. Therefore, a contractual agreement and all applicable fees shall apply. A multiple phase project may be considered as a "continuing contractual agreement" if;

- Said agreement is approved by the City of Taylorsville
- Phases were designed as one project and all requirements are met
- The project does not exceed the one (1) year rule

- The project has been approved by the Division of Water
- All fees are paid and maintained

In the event, a water or sewer line extension project has not commenced construction for a period of one year after the date of approval from the Division of Water or project construction has ceased for one year, project plans shall be re-submitted to the Division of Water for re-approval. All cost incurred shall be at the expense of the project owner.

## **REQUEST FOR WATER SERVICE, FEES & BILLING**

**Application:** When applying for a new water service or service activation, applicant must sign a water service agreement contract. There are two types of water service agreements: one of which is Owner/Landlord and shall be signed by the homeowner or the property owner (the landlord). The second being Customer/Tenant and shall be signed by the customer or person living in the home (tenant). The agreement contract shall be signed prior to the activation of service. An activation fee is charged to applicant and shall be paid prior to restoring service. All water and/or sewer services shall have a deposit applied to each account. When applying for a new water service the activation fee is incorporated in the purchase of service tap. An additional activation fee shall not be charged to customer upon activation of water service. In the event that an individual purchases a water service and then a transfer of property has occurred, the fee detail schedule shall be followed. *(see fee detail schedule)*

**Fee Detail Schedule:** The following is a fee schedule for service activation, transfer of service, multiple account holder, restoration of service due to non-payment of monthly water bill, service trip, new water installation, water service relocation and restoration of water service after hours:

- **Service Activation:** a **\$30.00** service activation fee shall be charged to activate an existing water services, this fee shall be charged to all customers and shall be considered non-refundable. A \$100.00 deposit shall be paid prior to activation of service. Deposits shall be refunded due to termination of water service or applied to final billing. A final billing or refund shall be generated within 45 days. Deposits may be utilized for payment on delinquent accounts if so deemed.

- **Service Transfer:** a **\$30.00** service transfer fee shall be charged to transfer service to a new account number/address. Billing must remain in original customer's name. Transfer fee shall be considered non-refundable. Deposit shall transfer to customer's new account. If customer does not have an existing deposit, a deposit shall be paid before transfer service is made.
- **Multiple Account Holders:** a **\$30.00** service activation fee shall be charged to activate the 1<sup>st</sup> water service and a **\$30.00** activation fee for all other water service accounts of same name. These fees are applied according to the stated definition. A **\$100.00** deposit shall be paid prior to activation of service/s. A **\$100.00** deposit shall be required on each account under same name.
- **Service Restoration:** a **\$60.00** service restoration fee shall be charge to restore water service due to non-payment of services. To restore service, customer must pay existing water bill (including late charge), service restoration fee and any other cost incurred due to damage to service customer may have caused. If customer does not have an existing deposit, a **\$100.00** deposit shall be paid before restoration service is made.
- **Service Trip:** a **\$30.00** service trip fee may be charged for services rendered to the customer that normally would not be deemed necessary. A customer may request certain services (services normally not provided) whereas customer must be notified of the service trip charge prior to rendering services.
- **Service Installation:** a service installation fee of a predetermined amount shall be charged to the customer prior to the installation of water service. Any and all additional cost incurred directly or indirectly shall be at the expense of the customer. (*see size & fees of service installation*)
- **Service Relocate:** a **\$200.00** service relocation fee shall be charged to the customer for the relocation of the water service meter. This fee shall be paid prior to services rendered and shall be at the discretion of the Public Works Director.

- **Service Restoration After Hours:** an additional fee may be charged for the restoration of services after hours (not to exceed **\$15.00**). It will be at the discretion of the Public Works Director for such services to be granted. Service Restoration rule applies in addition to.
- **Water Rates:** water rates are based on required funds needed to properly operate and to provide safe, potable drinking water to the public and to conform to Federal, State and Local Rules and Regulations, including Federal and State EPA Standards and Division Of Water requirements. A qualified firm shall perform a non-bias study to determine any modification of water rate fees to provide sufficient services and fair rates to the customers.

## DEFINITIONS OF SERVICES:

- **Service Activation:** service activation is defined as when a new customer applies for water service to be placed into their name and an account number shall be assigned to the customer. Water service shall be activated within 24 hours. Customer shall request a specific day to activate. Service activation fee applies to existing water meter services only.
- **Service Transfer:** service transfer is defined as when (1) an existing customer request to transfer water service account to a new living address for water service. Water service at previous address will be discontinued. Billing must remain in customer's name. (2) a former customer requesting water service and holder of an active account in the past 12 months. An existing deposit may transfer to the new account number, if a deposit is not available; a deposit shall be paid before new account is activated. (*Sufficient Credit Status Required*)
- **Service Restoration:** service restoration is defined as when a water service has been discontinued for non-payment of services or any outstanding charges owed. Current charges & service restoration fee shall be paid prior to restoring water service. In the event a customer with multiple water services has outstanding charges owed, all water services may be discontinued. All accounts must have a deposit.
- **Service Trip:** service trip is defined as when an employee of the water company performs duties that may not be deemed necessary or the responsibility of the water company for a customer.



- **Multiple Account Holders:** multiple account holders are defined as customers having multiply accounts in their name. Landlords or individuals having more than one water service, including but not limited to, rentals properties or any additional water services used for irrigation, animal watering system, fire protection system, etc. A deposit shall be applied to each account.
- **Service Installation:** service installation is defined when a customer has requested a new water service. Upon the completion of all requirements (*see application qualification/Qualification & Eligibility*), new water service shall be scheduled for installation. No activation fee shall be charged for new service installations.
- **Service Relocation:** service relocation is defined when an existing water service is relocated to a different location and water service/billing remains in the current customers name. Example: customer request or when easement is no longer needed. ( *see Application/Eligibility*)
- **Service Restoration After Hours:** service restoration after hours is defined as restoring water service after regular operating hours due to non-payment of services. (*see service restoration/Definition of Services*)
- **Water Rate:** water rate is defined as the cost of services and gallons of water purchased. Rates consist of a base rate and water purchased.
- **New Customer:** new customer is defined as an individual requesting water service and meets the following criteria:
  1. a new account number is created
  2. individual has not had an active account in the past 12 months

## BILLING & PAYMENT OF SERVICES:

Water bills are calculated according to the amount of water customer has used or the amount of water that passes through the meter. Bills are generated by means of; a base rate charge (1000 gallons) and the cost of gallons used to the lowest 100 gallons of the total gallons. There are two billing cycles per month.

The following is an outline of guidelines of the monthly billing cycle:

- Water bills are generated and mailed prior to the 1<sup>st</sup> day or the 15<sup>th</sup> day of the month depending on the billing cycle.
- Water bills are due either on the 10<sup>th</sup> or the 25<sup>th</sup> day of the month depending on which cycle.
- Failure to submit payment by the appropriate due date, a past due notice is generated and mailed on the next business day of operation. A 10% late penalty will be added to bill.
- Past due notices are considered “final notice of payment”. Past due accounts have 10 days after the original due date to be paid in full. Final due dates are printed on billing cards.
- All unpaid accounts subsequent to the final billing date shall be deemed delinquent and water service shall be discontinued until account has been satisfied. All fees shall be paid prior to service restoration. (*see fee detail schedule under this section*)
- In the event an account is delinquent and/or service has been discontinued regardless of method or reason, all fees owed related or attached to account/address (including but not limited to, water, sewer, trash, late, reconnection, return check, and/or damage fees) shall be collected prior to activation of service.
- Payment of water bills shall be paid by way of cash, personal check (no two party checks), money order, bank draft or on-line payment. Note: *Payment may not be received by due date if on-line payment is utilized, payment may be considered pass due.* Payment of water bills may be submitted by way of walk-in, drive thru window, night deposit box or U.S. Postal Service. Note: *Payment may not be received by due date if U.S.P.S. is utilized, payment may be considered past due.* Payments cannot be paid by means of debit or credit card.



- A \$25.00 fee shall be applied for all return checks; customer shall be notified of return check and of the terms of notification.  
**Terms:** Customer has 10 days from notification date to arrange and rectify payment of return check and all associated fees. In the event payment of fees did not occur, water service shall be discontinued.  
(see fee detail schedule).

## **DEPOSITS:**

Deposits shall be paid prior to service activation or new water service installation. Deposits shall remain with the service account until account/service has been terminated. Upon termination of account, deposit shall transfer with customer to new service account, applied to final bill or refund shall be received within 45 days. Forfeit of deposit may occur to satisfy delinquent account. All new and existing customers shall be required to pay a deposit on each active account.

Sufficient Credit Status may be established with the City of Taylorsville Water Department and is determined by any or all of the following:

- account has not been pass due no more than twice per year
- customer has had no returned checks
- water service has not been discontinued for delinquent account
- no unpaid balances from prior accounts

**Responsibilities of Homeowner/Customer:** payment of service fees (water, sewer, trash) applied to any service address account shall be the unconditional responsibility of the homeowner. Where the service address is a rental dwelling, the tenant may apply for water service, an account shall be established (see Sufficient Credit Status) and a bill shall be sent to the tenant for payment of fees. Where the account becomes delinquent due to non-payment, the service address account shall be deemed inactive; all fees created by the tenant shall be the responsibility of the homeowner/landlord and shall be collected prior to restoring service.

**Inactive Accounts:** water service accounts may be identified as inactive as a result of, but not limited to, pass due account, request by customer and/or discontinuance of services. Water service shall be locked and identified as inactive; billing shall terminate after final statement. Metered water service shall remain inactive/locked until activation of services is requested.

## OTHER INFORMATION:

- Water bills shall have an additional fees affixed to total calculation of bill such as all required taxes.
- Water bills may have an additional fees affixed to total calculation of bill such as, but not limited to, sewer fees, late fees, reconnect fees, trash collection fee and/or surcharges required by Rural Development (Federal Gov.).
- In the event of adverse circumstances, customer may be allowed to sign up for payment arrangements. Customer account shall meet specific requirements to qualify. All payment plans shall be approved by the City Clerk or Public Works Director and not to exceed 12 months. Payment must be made monthly in addition to regular billing. In the event payment plan is not kept current, payment in full shall be required.
- In the event of a billing error and the inaccuracy is at the burden of the billing process, bill error will be corrected at no cost to the customer.
- The meter reading method is of a radio transmitter/receiver system and is performed with the utmost professionalism, accuracy, and business like matter.
- All rules and regulations for sewer are listed in the sewer ordinance (*Ordinance # 315*).

Approved April 2008- as water policy.

Revised July 2009-amendment relevancy-changing and amending policy concerning water account deposit, responsibility of property owners/landlords vs. tenants and conversation of collection of delinquent billing prior to restoration of water service.

Revised December 7, 2010- amendment relevancy-adding a multiple phase clause to address sub-divisions and/or water extensions with multiple phases, identifying individual multiple phase & continuous multiple phase, this clause shall include any and all sewer extensions and a second amendment relating to the City Installed PRV policy pertaining to options & responsibilities.

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